



Going Outside the U.S.? How to Prepare for a Successful International Child Support Journey

Margaret Haynes

Scott Hale

Sophie Attaway

Hannah Roots



International Cases

- Central Authority Payment Service
- iForms
- Tips and Tricks to help your journey go smoothly



Central Authority Payment (CAP) service





The Long Journey to the End of Checks

- Fifteen countries have asked U.S. to stop sending checks
- Alternatives to checks are costly and require IT changes
- In 2017, the U.S. started the process to develop a cost-efficient way for all states to send electronic payments to foreign partners
- The U.S. is fully committed to eliminating checks for international child support



Central Authority Payment Service — Background

- Completed Central Authority Payment (CAP) service design in 2021 and had commitments from other federal agencies to assist with international child support payments
- Worked with Germany, Sweden, and several U.S. states to develop the service throughout 2022
- Launched operation on Jan. 3, 2023, between Germany and Georgia and Michigan
- Sends weekly payments to German Central Authority
- Benefits families — fast and no banking fees
- Thank you to Georgia and Michigan



Status Update

As of September 12, 2023

- 38 states are sending payments to German Central Authority through the CAP service
- Five states are in the process of completing their set-up and testing with CAP
- Four states do not have cases with German Central Authority
- Eight states sending electronic payments directly to German Central Authority
- More than \$1.2 million has been sent to Germany since January 2023



State Enrollment Status

No cases with Germany (4 states)	Alternate electronic payments to Germany (8 states)	Enrollment with CAP in progress (5 states)	Sending Payments through CAP (38 states)		
District of Columbia	California	Maryland	Alabama	Kentucky	North Dakota
Guam	Iowa	Nebraska	Alaska	Louisiana	Oregon
Rhode Island	Kansas	Oklahoma	Arizona	Maine	South Carolina
Virgin Islands	New Hampshire	Puerto Rico	Arkansas	Massachusetts	Tennessee
	New York	South Dakota	Colorado	Michigan	Texas
	Ohio		Connecticut	Minnesota	Vermont
	Pennsylvania		Delaware	Mississippi	Utah
			Florida	Missouri	Virginia
			Georgia	Montana	Washington
			Hawaii	Nevada	West Virginia
			Idaho	New Jersey	Wisconsin
			Illinois	New Mexico	Wyoming
			Indiana	North Carolina	

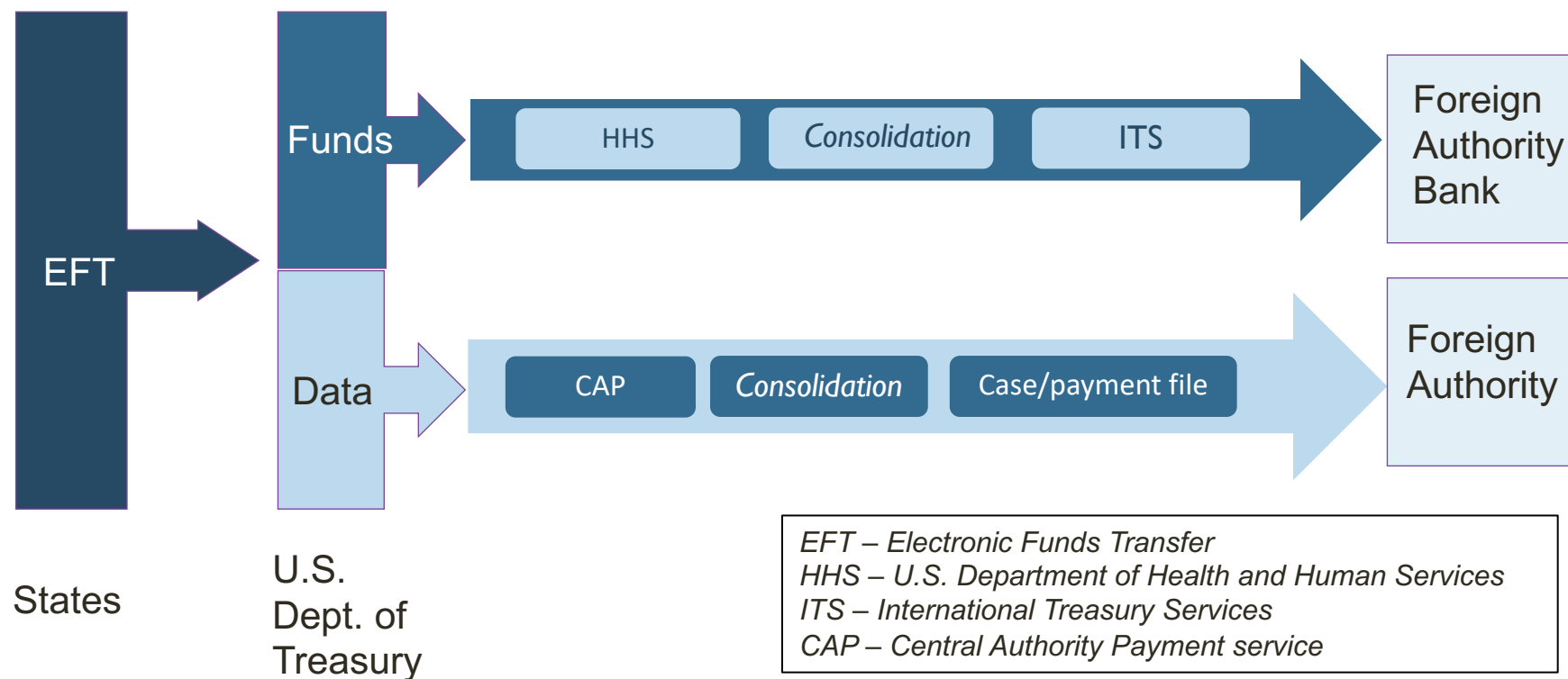


Process Flow

- U.S. states send payments to HHS bank account with U.S. Treasury using domestic interstate electronic payment format (child support specific)
- CAP consolidates payments and creates a single weekly payment for foreign authority
- U.S. International Treasury Services (ITS) converts currency and sends payment to foreign authority
- CAP provides case and payment details so foreign authority can send individual payments to creditors



CAP Process Flow





Expanding CAP to Other Foreign Authorities

- Other foreign authorities that require electronic payments are now enrolling with CAP
- CAP process:
 - Notifies states through CAP listserv about new foreign authorities
 - Provides state reconciliation contacts to foreign authority
 - Manages and maintains foreign authority information (banking and contact)
 - Schedule implementation and updates U.S. states on progress through CAP Listserv



Foreign Authority Enrollment

- Priority for countries noted in [IM 21- 05](#) and other that have formally contacted OCSS

Wave 1

Czech Republic
Hungary
Slovakia
Sweden
Switzerland
Portugal

Wave 2

Australia
Austria
Latvia
New Zealand
Slovenia



2023 Next Steps

- Complete U.S. state enrollment with remaining states in CAP with Germany
- Continue to work with additional foreign authorities interested in joining CAP
- Implemented CAP landing page (Aug. 2023)
- Created E-flash listserv to send CAP related updates (Aug. 2023)
- Provide payment summary reports to states (Sept. 2023)
- Develop and implement incoming payment process (CY2024)



CAP Outreach and Communications

- DCL-22-14 [German Federal Office of Justice Not Accepting Checks After March 20, 2023](#)
- DCL-23-02 [Enrollment in CAP Service for International Payments](#)
- Nationwide conference call – February 23, 2023
- May Child Support Report - [Commissioners Voice: Streamlining International Payments](#)
- eFlash Program Updates to IV-D Director Listserv and to CAP Listserv
- Multiple presentations to child support associations
- CAP Service on [OCSS Federal Systems webpage](#)
- CAP Listserv
 - Send an email to CAP_Program@acf.hhs.gov if you would like us to add you

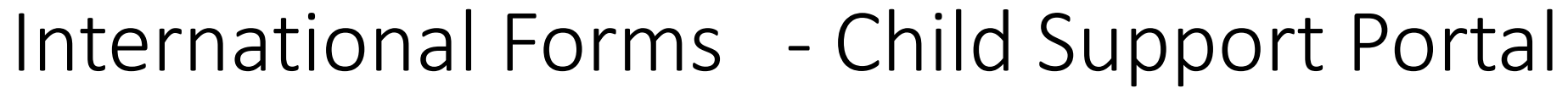


CAP Questions ?



iForms





WICSEC

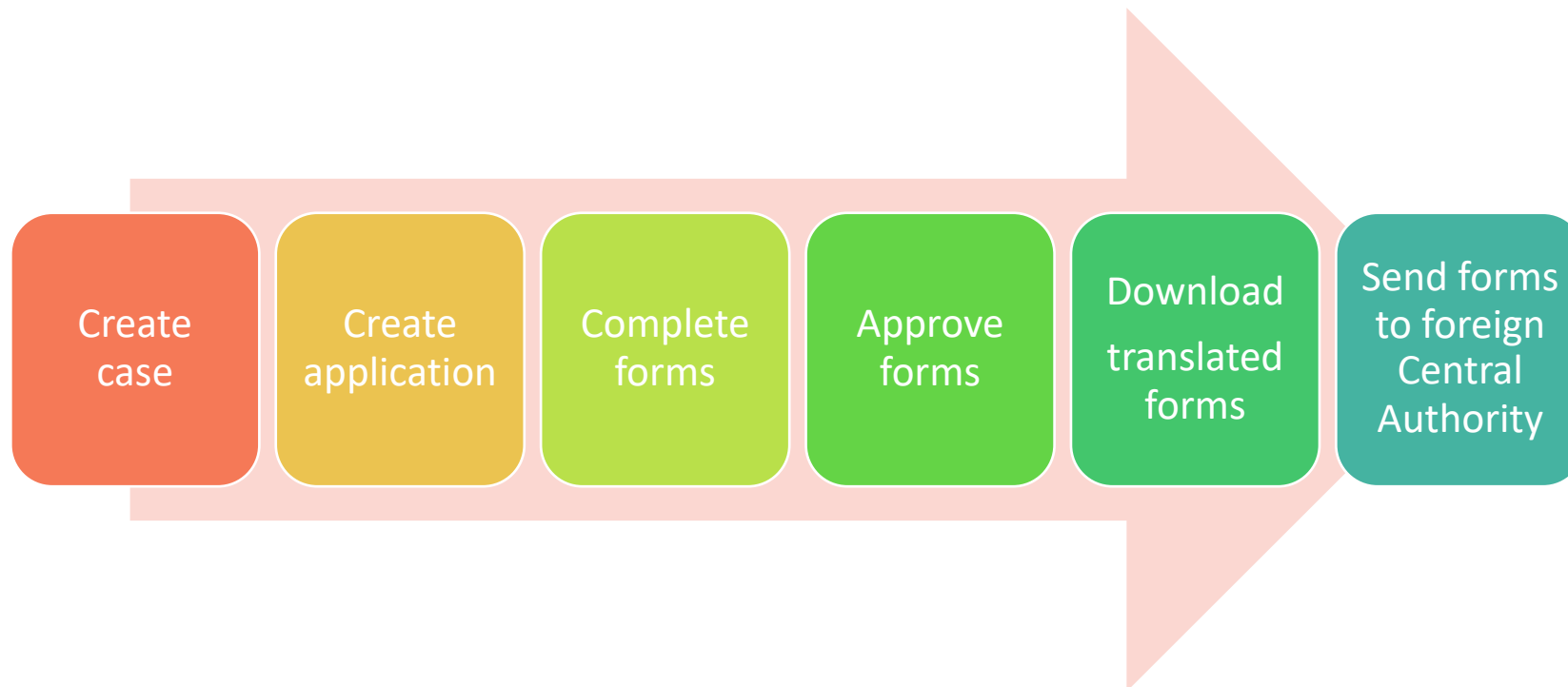


Introduction and Overview of iForms

- iForms
 - Provides tool for creating the required forms for applications for international cases with 2007 Hague Convention child support partners
 - Available for all state CSE caseworkers
 - No state programming required
 - Manages child support services application forms
 - Not the system of record for the case
- State case management system
 - System of record for all cases, and for all actions taken on a case
 - Forms generated in iForms added to the state system, following state policy
- iForms released May 2023



iForms Workflow





iForms design

- Follows familiar process for caseworkers – create case, choose application, and complete forms.
- Caseworkers are only presented with the specific forms for the chosen type of application
- Date prepopulated into forms; required fields are highlighted
- Data that appears in multiple forms is entered once and populates all forms
 - E.g., Parties' names, date of birth, address
- Data that is used in all forms maintained by state/OCSS administrator and prepopulates forms
 - E.g., state office address, SDU information, foreign Central Authority address
- Forms available in multiple languages
- Flexible design to accommodate state preferences and different approaches to case management (individual case assignment or team-based case management)



iForms home page

- Home page is specific to user
- Supports both individual assignment of cases or team-based assignment
- Administrators have different home page

CHILD SUPPORT PORTAL
Secured Environment

SECURE HOME INTERNATIONAL FORMS FEEDBACK CONTACT US

Home Resources Guide

My iForms Profile

First Name: John iForms Email: jsmith@abc.com
Last Name: Smith iForms Phone: 411516419
Languages: English, French Office Address: 382 Main St. Baltimore, MD, 29312

My Cases All Cases

My Cases

State Case Id	CP Last Name	NCP Last Name	Foreign CA	Assigned Caseworker/Team	Action
202107155	Peterson	Peterson	France	Maryland State Central Authority Team	Delete
20210628	Dave	Dave	Guyana	Maryland State Local Child Support Office Team	Delete
Incoming RSM	Doe	Doe	France	Maryland State Central Authority Team	Delete
202107122	Doe	Doe	France	Maryland State Central Authority Team	Delete

Create New Case

Caseworker home page



iForms- Create Case

Create Case

BEFORE YOU BEGIN

You will need:

- State case ID
- Custodial parent and noncustodial parent names and addresses (or you can choose address unknown)
- If application is being brought by a public body: the name, address, phone number, email, and a contact name
- Names of all children and their dates of birth
- Foreign country name
- Whether a determination of nondisclosure should be made for the case

Additional information that is useful but not required. (You can add this later)

- Custodial parent and noncustodial parent date of birth
- Personal identification number for (SSN or another country's identifier for the custodial and noncustodial parent)

*The address and contact information for the Foreign Authority will be populated after you choose the foreign country

Step 1 of 5: Enter case overview information

Caseworker/Team

local maryland team

Office Address

333 Memory Lane, Suite 301, 3rd Floor, Annapolis, MD, 21401, US

Respond to Incoming Request for Specific Measures

☐

* State Case ID

Next

Cancel

Step 1 – Creating a case

Case details page

Review Case Details and Create Case

Overview

Caseworker/Team: local maryland team
Office Address: 2345 Middle River Road, Middle River, MD, 21220, US
State Case Id: MD88888888
Determination of Nondisclosure: No

Custodial Party

Name: Julia Pennyworth
Date of Birth: 04/28/1978
Address Type: state office
Address: 13 Uptown St, Down Town, MD, 28100, US
Phone: +1 4563936563

Non Custodial Parent

Name: Bruce Wayne
Date of Birth: 05/10/1977
Address Type: unknown

Foreign CA

Foreign CA Office: France Primary office
Foreign CA Address: TestAddresslane1, Test city, FR
Phone: +33 123456789
Fax: 987654321
Email: france@france.com
Contact: Lastname Firstname

Children

Child 1

Name: Damian Wayne
Date of Birth: 10/15/2008
Parentage: Established or Presumed

Previous

Create Case

Cancel



iForms – Create Application

Create Application

Step 1 of 4: Enter applicant/respondent information

Custodial Party ☒ Applicant ☐ Respondent
Virginia Pepper Potts

Noncustodial Party ☐ Applicant ☒ Respondent
Tony Stark

Child is the applicant (incoming application only)
☐

*** Available Applications (Choose One)**
-- Select --

Next **Cancel**

Create applications page

Application details page

Review application details and create application

Application	Order details
Applicant: Virginia Pepper Potts	NCP appeared or was served: No
Respondent: Tony Stark	
Child is the applicant (incoming application only): No	
Application Type: Enforcement - outgoing	
Support requested	Additional information
Child support	Local Child Support Office Address
Child 1	Local child support office: Local Child Support Office (MD2)
Name: Anthony Potts-Stark	Local child support office address: 2345 Middle River Road, Middle River, MD
Date of Birth: 05/29/2002	
Support requested: Yes	Case Payment Information
Spousal support	Case reference number for electronic payments: MD77777777
Support requested for this applicant as well as children: No	Case reference number for checks: MD77777777
Previous Create Application Cancel	



iForms- Complete Forms

Form	Required or Optional	Status	Status Date	Action
EN03 - Application for Enforcement of a Decision or Recognition in Requested State	Required	Ready for Approval	07/21/2022	Download
EN07 - Financial Circumstances +	Required	New	07/20/2022	Download
EN16 - Transmittal form under Article 12(2)	Required	In Progress	07/21/2022	Download

Request ApprovalCancel

Required forms section

Prepopulated Form example

OMB Control No: 0970-0468
Expiration date: XX/XX/XXXX

Convention on the International Recovery of Child Support and Other Forms of Family Maintenance

Application for Enforcement of a Decision
Made or Recognized in the Requested State
(Article 10(1) b))

CONFIDENTIALITY AND PERSONAL DATA PROTECTION NOTICE

Personal data gathered or transmitted under the Convention shall be used only for the purposes for which it was gathered or transmitted. Any authority processing such information shall ensure its confidentiality, in accordance with the law of its State.

An authority shall not disclose or confirm information gathered or transmitted in application of this Convention if it determines that to do so could jeopardise the health, safety or liberty of a person in accordance with Article 40.

☐ A determination of non-disclosure has been made by a Central Authority in accordance with Article 40. If this box is ticked, information under sections 2 d, e, f and g and 5 should only be provided in the Restricted Information on the Applicant page of this form.

1. * Requesting Central Authority file reference number: MD77777777

2. * Particulars of the applicant

a. Family name(s): Potts

b. Given name(s): Pepper Virginia

c. Date of birth¹: 10/04/1972 (dd/mm/yyyy)

or

a. Name of the public body:

b. Family name(s) of the contact person:

c. Given name(s) of the contact person:

d. Address: 2345 Middle River Road, Middle River, MD, 21220, US

e. Telephone numbers: +1 5551234567

f. Fax number:

g. E-mail: mdcseuser2@mdcse.org

3. Particulars of the person(s) for whom maintenance is sought or payable

3.1 ☒ * Maintenance is sought or payable for the applicant named above

Maintenance basis:

☒ parentage

☐ marriage

☐ affinity (please identify):

☐ grandparent

☐ other

☐ in loco parentis or equivalent relationship

☐ analogous relationship to marriage

☐ sibling

☐ grandchild

PAPERWORK REDUCTION ACT OF 1996 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN: The purpose of this information collection is to provide an abstract of a decision in an application under the 2007 Hague Child Support Convention. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. This is a mandatory collection of information per 45 CFR 302.7. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1996, unless it displays a currently valid OMB control number. If you have any comments on this collection of information, please contact the ACP Reports Clearance Officer by email at info@collection@act.hhs.gov.

¹ It is not necessary to provide a date of birth in the case of a representative.



iForms Reports

- iForms usage reports are available from MICRS
- State level reports:
 - Total applications by state by type
 - Total applications by state, by foreign authority, by type
- OCSS level reports (include all states)
 - Total applications for the U.S. by type
 - Total applications by foreign authority by type
 - Total applications by country by type
- Based on all completed applications YTD in state or in the U.S.
 - Not the same as all “cases” in your caseload with a particular country
 - Gives an idea of which Convention countries are the biggest partners for a state, and which types of applications are the most common
- Does not include any PII or identifying information about applications

	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	REPORT NUMBER:	CP0003	DEPARTMENT OF HEALTH AND HUMAN SERVICES				PAGE: 22								
2	REPORT CREATED:	01/05/2023	ADMINISTRATION FOR CHILDREN AND FAMILIES												
3			OFFICE OF CHILD SUPPORT ENFORCEMENT												
4			Cumulative Year To Date Counts of iForms Case Applications												
5			Total Application by Foreign Authority by Type for Maryland for 2022 through 12/31/2022												
6															
7	Foreign Authority	Application By Type	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022	Total for 2022
8	Albania	Enforcement - outgoing	-	-	-	-	-	-	1	-	-	-	-	-	1
9		Recognition and Enforcement - outgoing	-	-	-	-	-	-	-	-	-	-	-	-	1
10		Recognition only - outgoing	-	-	-	-	-	-	1	-	-	-	-	-	1
11	Austria	Enforcement - outgoing	-	-	-	-	-	-	-	2	-	-	-	-	2
12	Belgium	Enforcement - outgoing	-	-	-	-	-	1	-	-	-	-	-	-	1
13	France	Enforcement - outgoing	-	-	-	-	-	-	-	7	-	-	-	-	21
14		Establishment - outgoing	-	-	-	-	-	-	-	-	-	-	-	-	3
15		Modification - incoming	1	1	1	1	1	1	1	2	1	1	2	-	13
16		Modification - outgoing	-	-	-	-	-	-	-	-	-	-	-	-	3
17		Recognition and Enforcement - outgoing	-	-	-	-	-	-	-	-	-	-	1	-	1
18		Request for Specific Measures - incoming	-	-	-	-	-	-	-	1	-	-	-	-	1
19		Request for Specific Measures - outgoing	-	-	-	-	-	-	-	1	-	-	-	-	1
20	New Zealand	Enforcement - incoming	-	-	-	-	-	-	-	-	2	-	-	-	2
21		Enforcement - outgoing	-	-	-	-	-	-	-	-	4	-	-	-	4
22		Total	1	1	1	1	1	2	3	13	7	1	3	29	63



Benefits to states

- Eliminates need for states to program the Convention forms
- Ensures caseworkers are completing forms accurately, and all required and optional forms are included in the package sent to the foreign Central Authority
- Reduces manual data entry by caseworkers
- Enhances consistency in completion of forms
- Creates efficient process for form review by managers
- Allows states and OCSS to obtain Convention application metrics
- Ensures forms contain accurate contact information for foreign Central Authority by maintaining this information at OCSS level
- Supports state training by allowing states to add state-specific training materials for easy access by caseworkers



Next Steps - iForms

- Two parts - Nationwide training (Administrator, Caseworker/Manager)
- User Manual is available
- Training can be completed in UAT environment
- Each state needs to complete set-up in UAT and in production environment
 - Identify state administrator(s)
 - State administrator sets up state information in iForms and adds users
- Once state is set up, caseworkers can start generating forms
- Contact OCSS if you have any questions about set-up



iForms Questions ?



State perspective:
Working International
cases doesn't have to be
hard!





Working International cases doesn't have to be hard!

Tips, Tricks and Tools:

- iForms - how and why? An onboarding perspective
- Tips for better international communication results
- Resources for working international cases



iForms

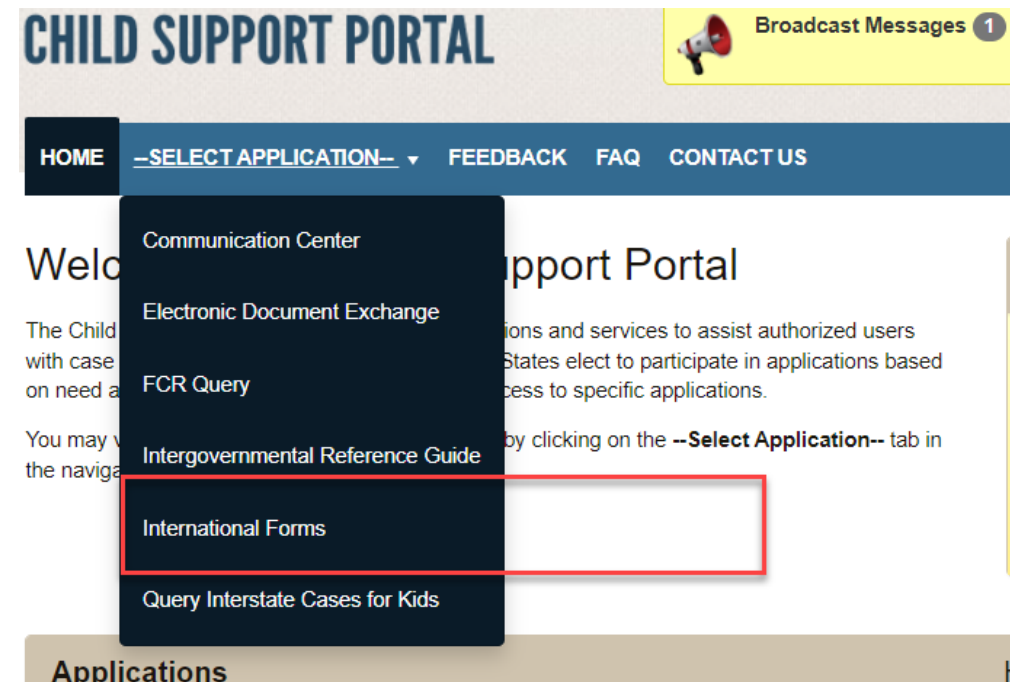
iForms - how and why? A state start-up perspective



iForms – How do we get started?

Find your State's Child Support Portal Administrator and request access role to the iForms application in the portal.

- State Administrator (CS)
- State Caseworker (CC)





iForms Administrator Functions

Your state iForms administrator will be responsible for data input of your initial statewide locations and contact information, the SDU, statewide program preferences and caseworker data.

Ongoing Responsibilities:

- Adding new caseworkers
- Creating teams
- Assigning manager roles, if requested
- Maintaining the Resources Tab





iForms Administrator Functions – Cont.

- Identifying caseworkers and their managers in your state
- How will new international caseworkers request access
- Assign multiple people as statewide administrators, with a primary contact person





State Caseworker

The caseworker will be able to use the iForms application to quickly and easily create the Hague Form Set.

- Only enter case and participant data once, the information is carried across all forms
- Choose the country and case type and the system identifies which forms are needed
- System prompts you to enter mandatory fields and will flag you for missing items along the way





Review Package and Send

Upon completion of the forms in the list, you can view the documents and make any adjustments prior to printing. With a click of a button, you can download/print the forms in multiple languages.

Before mailing:

- Add any additional documents, such as court orders or birth certificates
- Upload a copy to your system of record
- No need for clean up; iForms will only keep the data for 12 months since date of last activity





Practical Tips

Tips for better international communication results



Identify Documentation Requirements:

Identify documentation needs early

- Check country profile or caseworker guide as soon as you are aware of the foreign jurisdiction involvement.
- Their country profile will identify:
 - Specialty documents
 - Receipts or Income documents (tax returns)
 - Letters acknowledging paternity
- E-mail the Central Authority for questions regarding their process before you send the package.



UIFSA vs. International Terminology

Do not use the term 'UIFSA' or its acronyms

Try as best as you can to convert what is needed to a case to a convention term equivalent.

- NCP = Debtor or parent who owes support
- CP = Creditor or parent due support
- Referral = Application
- Order = Decision
- Payment History= document showing the amount of any arrears and the date such amount was calculated



Clear Language:

- Identify the article number in the Hague treaty which applies to your question
- Explain the why and use plain language in requests and explanations
- Use an AI translation program or google for quick translation of emails.
- Allow reasonable time for a responses

6 9 9 punctuation
! adjective ;
Language
noun verb



Understand Security Features:

- Don't assume that encrypted email will be accepted. Check with the other country first.
- Some countries are not allowed to use email for any communications. Don't assume that just because you sent it – it will be answered!
- Check with your state IT section to determine if emails can be exchanged with the other country
- Follow up with written request





Email and Personal Identification Information (PII) Security:

Email can be a great way to communicate with other countries but remember:

- Follow your state rules for the use of email
- **Never send PII by regular email**
- Follow the same etiquette rules for email as a letter
- Include your phone number in the email
 - If the country can't respond by email, they may be able to call you





Build Relationships:

Assign a single contact person (liaison) for escalations and questions for that country.

- Subject matter expert
- Documentation needs
- Leveraging contacts





Collaborate:

Staying in-touch in an age of remote work

- Intergovernmental & International case workers
- Central Registry & SDU Teams
- Attorneys & Legal teams

Plan regular meetings

- Share insights
- Ask questions
- Get answers
- Share your knowledge

Set up an MS Teams Channel



Share Resources:

Create your own sharable resource documents

- Country specific folders
 - FAQ's
 - Helpful contacts
 - Email security information
- Training materials and processing Guide
 - Examples of forms
 - Checklists
 - International CEJ Flowchart*
 - Court order attachments (\$611)*



*included as attachment to this training



Resources



OCSS International Child Support

OCSS International website provides a host of information and resources for processing international cases including:

- List of countries (drop-down list)
 - Language requirements for communication
 - Official language for forms and documents
 - Links to case processing agreements
- Hague convention forms in English
- Training – Processing Convention Cases
 - [Nine-part webinar series](#)



OCSS International Child Support

Essential Resources

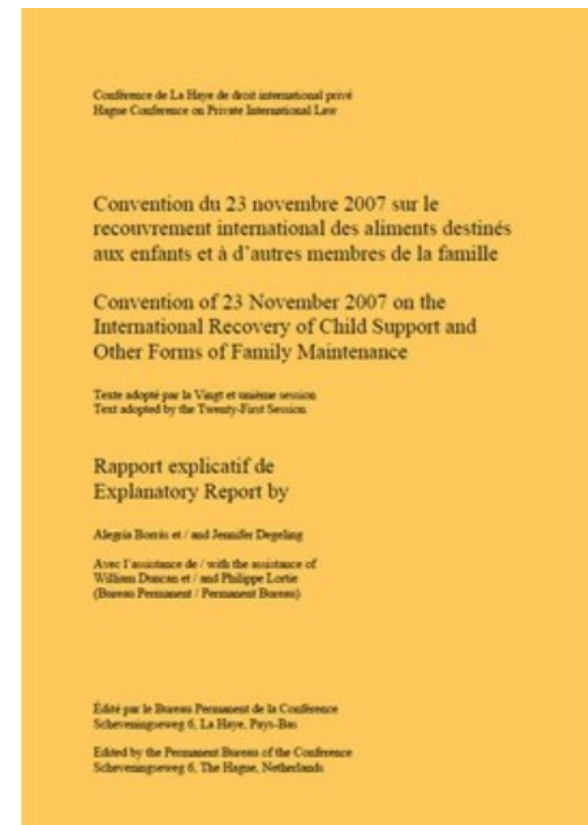
- Convention documents include:
 - [Text of Hague Convention](#)
 - [Hague Convention Country Profiles](#)
 - [Practical Handbook for Caseworkers](#)
 - [Hague Conference on Private International Law, Child Support](#)
 - [Explanatory Report on the Convention](#)
- Other resources include:
 - [Hague Child Support Convention Judicial Guide - 2018.pdf](#)
 - [Judicial Bench Cards for UIFSA and Hague Convention Cases \(IM-19-05\)](#)



Resources for Attorneys and Judges

The Hague Convention on Child Support [Explanatory Report \(HccH\)](#)

- Detailed explanations of the negotiations leading up to the final text
- Good resource if you have a question about the background or context of a specific Convention provision such as protection of personal information.





Resources for Attorneys and Judges

[Essentials for Attorneys in Child Support Enforcement | The Administration for Children and Families \(hhs.gov\)](#)

- See Chapter 13 “International Child Support Cases” Convention and non-Convention countries

The screenshot shows the official website of the Office of Child Support Enforcement (OCSE), an office of the Administration for Children & Families. The header is dark blue with the OCSE name in white, a search bar, and a language selection dropdown. A navigation menu below the header includes links for About, Parents, Child Support Professionals, Employers, Partners, Policy, Data, Grants, and Resources. The main content area has a breadcrumb trail: Home > Office of Child Support Enforcement (OCSE) > Training & Technical Assistance > Essentials for Attorneys in Child Support Enforcement. A social media sidebar on the left shows icons for Facebook, Twitter, and LinkedIn. A 'PRINT' button is located in the top right of the content area. The title 'Essentials for Attorneys in Child Support Enforcement' is prominently displayed in large, bold, black text.



Contact a Colleague:



International/Intergovernmental Colleagues:

Take the Pledge and become a resource for others

- Available on the WICSEC Website under Resources

OCSE International Program Contact (ocseinternational@acf.hhs.gov)

- Use online webform to ask a question



Questions?



Presenter Contact Information



Sophie Attaway

Sophie.attaway@dcss.ca.gov

(916) 464-6584

Intergovernmental Team Group Mailbox

DCSSIGS@dcss.ca.gov

(888) 851-6314

